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| WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES | |
| Title CONSUMER HARASSMENT POLICY | |
| Policy Number: 5.15 | |
| Effective Date: 7/1/98 | Page 1 of 2 |
| Lead Department: Vocational TRAINING | |

OBJECTIVE

To provide a living and learning environment free from harassment for all WWRC consumers.

POLICY

DRS and WWRC are committed to providing a consumer living and learning environment conducive to effective vocational and medical rehabilitation and free from intimidation, harassment or coercion in any form. The Virginia Department of Human Resource Management Policy No. 2.30 extends its prohibition of illegal workplace harassment to customers of agencies of the Commonwealth. (See Policy 2.24 for the Workplace Harassment Prohibition which covers staff).

WWRC will not tolerate any form of retaliation directed against consumers who either complain about harassment, or who participate in any investigation concerning harassment. This policy applies to all WWRC consumers.

DEFINITIONS:

Harassment in the Living and Learning environment is any unwelcome verbal, written or physical conduct threat that either denigrates or shows hostility or aversion towards a person on the basis of race, color, national origin, age, sex, religion, disability, marital status or pregnancy that: (1) has the purpose or effect of creating an intimidating, hostile or offensive living and learning environment; or (2) has the purpose or effect of unreasonably interfering with a consumer's program performance.

Sexual Harassment is any unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct of a sexual nature when such conduct has the purpose or effect of unreasonably interfering with a consumer's program performance and participation or creating an intimidating, hostile or offensive living and learning environment.

Harassment is illegal, contrary to the values of WWRC and will not be tolerated in any form. All reported incidents of sexual harassment will be investigated and resolved in a prompt, equitable, and sensitive manner.

Retaliation is overt or covert attacks of reprisal, interference, restraint, penalty, discrimination, intimidation, or harassment against an individual or group exercising rights under this policy.

1. This policy shall apply to all consumers at WWRC.
2. Any consumer who believes he/she has been subjected to harassment should file a complaint immediately with their case manager. The person making the complaint should give as much detailed information as possible, i.e., name of person(s), date(s) and time(s) of incident(s) and, specific behaviors. Should the party accused be a staff member or volunteer, the case manager will report the matter to their Program Director.
3. Any staff member or volunteer, who is found, after appropriate investigation, to have engaged in harassment of a consumer will be subject to action based on the Commonwealth of Virginia Standards of Conduct.
4. Any consumer, who is found after appropriate investigation to have engaged in harassment of a consumer will be subject to action based in the regulations of the Center.
5. Any client filing a harassment complaint is assured of being free from any retaliation.
6. False charges of harassment shall be treated as serious offenses. Persons making false charges shall be subject to disciplinary action.
7. Any person who engages in any form of intimidation, threats or retaliation against the reporting party will be subject to disciplinary action.

Reviewed 7/00
Revised 7/02
Reviewed 12/03
Reviewed 4/1/11